


**Poorly performing locally derived measures for 2010/11: Top 2**

|  |                       |   |
|--|-----------------------|---|
| <b>CS/ICT/003 Percentage of users of the Council's Contact Centre who are satisfied or very satisfied with the services delivered by the Contact Centre.</b> | <b>Current status</b> |  |
|--|-----------------------|---|



| Year    | Value  | Target |
|---------|--------|--------|
| 2008/09 | N/A    | N/A    |
| 2009/10 | 86.36% | 75%    |
| 2010/11 | 85%    | 90%    |

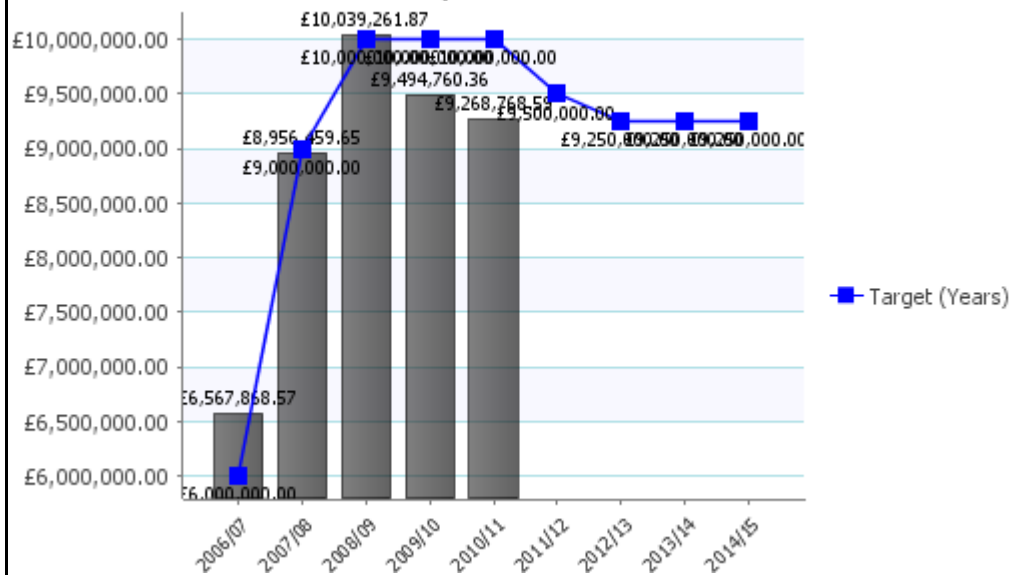
Scoring still remains in the 80-90% area. Monthly scoring shows change in satisfaction can be related to the type of contact with the council and the volume of calls being received.

|                   |                   |                    |              |
|-------------------|-------------------|--------------------|--------------|
| <b>Managed By</b> | Patricia Marshall | <b>Assigned To</b> | Stephen Daly |
|-------------------|-------------------|--------------------|--------------|

| <b>Linked Actions</b> | <b>Status</b> | <b>Progress Bar</b> |
|-----------------------|---------------|---------------------|
|-----------------------|---------------|---------------------|



|   |                       |   |
|---|-----------------------|---|
| <b>SW/WR/001 Value of benefits maximised through representation from Welfare Rights Money Advice Service.</b> | <b>Current status</b> |  |
|---|-----------------------|---|

**SW/WR/001 Value of benefits maximised through representation from Welfare Rights Money Advice Service.**



| Value   |                |
|---------|----------------|
| 2008/09 | £10,039,261.87 |
| 2009/10 | £9,494,760.36  |
| Value   |                |
| Target  |                |
| 2010/11 | £9,268,768.59  |
|         | £10,000,000.00 |

Reduction due to cessation of projects and longer waiting times for claim decisions and appeals. Further monitoring information to be developed in 2011/12.

|   |             |   |                                 |
|---|-------------|---|---------------------------------|
| <b>Managed By</b>   | Peter Barry | <b>Assigned To</b>  | Mary Holt                       |
| <b>Linked Actions</b>   |             | <b>Status</b>   | <b>Progress Bar</b>             |
| Analysis of previous years financial gains to identify areas where reduction occurred.    |             |  | <input type="text" value="0%"/> |
| Increased monitoring, review and analysis of impact of welfare reforms on financial gains |             |  | <input type="text" value="0%"/> |